

### 1 Why Target University?

The program insurance industry is a relatively new phenomenon. While most program administrators are knowledgeable and experienced insurance people, TU provides much needed “best practice” training in the wide range of disciplines which are key to running a successful Program Administration business.

### 2 What is the Target University Mission?

The Mission of Target University is to further promote Best Practices in program administration, enhance the status of Program Business in the insurance industry and recognize the specialized skill set of Program Specialists.

### 3 How are Courses Presented?

Target University Courses focus on a set of 12 disciplines that teach the basic skills of running a Program Administrator operation. Coursework that addresses each of these disciplines which will be delivered in an online format that can be accomplished at a pace that fits the schedule of each individual participant. Courses range from 1½ to 3 hours of content.

### 4 Who are TU’s Subject Matter Experts?

The greatest strength of the TMPAA is the experience and expertise that exists in our membership. All Target University Courses are taught by our Program Administrator, Carrier, or Vendor members. These individuals are currently running program operations or providing services to this industry segment. This is not an academic exercise; it is a real world program business education.

### 5 Are CE Credits Available for this Coursework?

As a result of our very targeted education, CE credits are not currently available. The process for granting CE credits would not have allowed us to provide the unique education necessary to accomplish the University Mission. This is in contrast to similar industry education which focuses more on technical courses directly related to insurance.

### 6 What is a CPL Designation?

Certified Programs Leader (CPL). The TMPAA looks to recognize individuals in the Program Business segment of the insurance industry who have demonstrated program expertise through both experience and education.

### 7 What are the Requirements for earning the CPL Designation?

Following successful completion of all 12 University Courses, the student may complete the application for the CPL Designation. The requirements to receive the TMPAA CPL Designation are as follows:

- Successful completion of Target University courses
- Five Years Total Experience in Insurance Industry

- Two Years Experience in a Program Leadership Role (Manager, Supervisor, Officer) OR 5 Years as a Program Underwriter OR 5 Years as a Vendor in a technical position
- Absence of any Ethical Violations
- Membership in the TMPAA

### 8 Can anyone take Target University Courses?

**Yes**, however, not all participants will be eligible to earn the CPL Designation, which also factors in industry and program experience.

Target University coursework is geared for Agency and Vendor owners/CEOs or individuals that the owners and/or CEOs have chosen to potentially assume a major leadership role in the future. Coursework is also applicable for Insurance Company Program Leaders or individuals who could assume a major leadership role in the future. TMPAA membership and other industry professionals will benefit from a presentation of administrative and strategic issues that are focused on building a successful program business operation.

### 9 How fast can a student complete the 12 courses required for the CPL?

Courses are self-paced and can be completed on your schedule.

### 10 Is there Course Testing Involved?

**Yes.** Students will be required to pass a test for individual course certificates, and have all 12 certificates to apply for the CPL Designation. Students are given several opportunities to pass each course test.

1st Failure to pass a test—A second, different, test is immediately available

2nd Failure—Student is directed back to the course to review, with the ability to skip sections.

3rd Failure—Student is directed back to the beginning of the course, and must retake in its entirety.

4th failure—Course must be paid for and taken again

### 11 What are Target University Test Fees?

Members of the TMPAA will be charged \$50 dollars for individual courses. Non Members of the TMPAA will be charged \$150 a course.

### 12 What are the 12 Courses?

- Program Contracts
- Claims
- Underwriting
- Actuarial
- Ethics/Leadership
- Finance and Accounting
- Mergers & Acquisitions
- Operations/Systems
- Program Marketing
- Program Submissions/Development
- Strategic Planning
- Risk Management